

## (c) waiver Performance Measures and Reporting Frequency Guide

			Indicator Denominator	Reporting Frequency
A:7	Slot/transfer tracking	DMA tracks waiver participation through reporting by the PIHP on new enrollees and consumers transferring in from other waivers		Monthly
A:10	Waiver Assurance compliance	The PIHP reviews a sample (10% of Record Reviews) of Innovations consumer records, including encounter data, to determine compliance with waiver assurances and reports to DMA as specified below.	Numerator #1: Number of C waiver participants reviewed for Quality Indicators D:2-11 and G:3-4 Numerator #2: Number of # C Waiver participants reviewed for Quality Indicator D:2-13 Denominator: Total Number of C Waiver Participants	Annually
A:10 (2)	Provider Capacity	DMA reviews the PIHP Innovations provider network for adequate capacity and choice.		Annually
B:6-9	Level of Care Completion	Proportion of Level of Care evaluations completed within 30 days of identification of need for services	Numerator: Number of LOC evaluations performed within 30 days for a new individual being identified for a C waiver slot Denominator: Total number of LOC evaluations completed for individuals identified for available C waiver slots	Semi Annually
B:6-10	Level of Care completed annually	Proportion of Level of Care evaluations completed at least annually for enrolled participants	Numerator: Number of existing C waiver participants who received an annual LOC evaluation Denominator: Total number of C waiver participants with annual plans (not including new enrollees)	Semi Annually
B:6-10 (2)	Level of Care process/instrument	Proportion of Level of Care evaluations completed using approved processes and instrument	Numerator: Number of new LOC evaluations completed using LOC instrument/process for C waiver participants Denominator: Total number of new C waiver participants due for an annual plan	Semi Annually
C:2-8	Provider Standards	Proportion of providers that meet licensure, certification, and/or other standards prior to their furnishing waiver services	Numerator: Number of new C waiver providers reviewed who meet the requirements to furnish C waiver services Denominator: Total number of new C waiver providers who were reviewed	Annually
C:2-9	Provider Compliance	Proportion of providers reviewed according to PIHP monitoring schedule to determine continuing compliance with licensing, certification, contract and waiver standards	Numerator: Number of C waiver providers who had a review completed Denominator: Total number of C waiver providers scheduled for a review	Annually
C:2-10	Provider Remediation	Proportion of providers for whom problems have been discovered and appropriate remediation has taken place	Numerator: Number of C waiver providers submitting an approved plan of correction (POC) Denominator: Total number of C waiver providers from which a POC was requested	Annually
D:2-8	ISP assessed needs/goals	Proportion of Individual Support Plans in which the services and supports reflect participant assessed needs and life goals	Numerator: Number of Individual Support Plans for C waiver participants that meet/support goals Denominator: Total number of Individual Support Plans for C waiver participants	Annually
D:2-9	ISP Health and Safety Risk	Proportion of Individual Support Plans that address identified health and safety risk factors	Numerator: Number of Individual Support Plans for C waiver participants that meet all risk elements Denominator: Total number of Individual Support Plans for C waiver participants	Semi Annually
D:2-9 (2)	ISP Service Needs	Percentage of participants reporting that their Individual Support Plan has the services that they need	Numerator: Number of C Waiver participants who reported their Individual Support Plans have the services they need Denominator: Total number of Individual Support Plans for C Waiver participants	Annually

**NC Department of Health and Human Services Innovations Waiver**

Indicator	Measure	Definition	Numerator/Denominator	Reporting Frequency
D:2-10	ISP Performance Measures	The State requires the PIHP to report results of performance measures related to the service plan to DMA and the Intra-Departmental	Numerator: Number of performance measures completed and reported to State Denominator: Number of performance measures the PIHP is required to complete and report to the State	Annually
D:2-11	ISP Annual Updates/Needed Updates	Proportion of individuals for whom an annual plan and/or needed update took place	Numerator: Number of C waiver participants reviewed for whom all annual Individual Support Plans and needed updates took place Denominator: Total number of Individual Support Plans that needed a change/update for C waiver participants	Semi Annually
D:2-12	Services Rec'd within 45 days	Proportion of new waiver participants who are receiving services according to their ISP within 45 days of ISP approval.	Numerator: Number of new C waiver participants who receive services within 45 days of approval of the ISP Denominator: Total Number of initial ISP's for new C waiver participation	Annually
D:2-13	ISP & Specified Services	Proportion of participants who are receiving services in the type, scope, amount, and frequency as specified in the Individual Support Plan	Numerator: Number of new C waiver participants reviewed who received services in the type, scope and frequency listed in the ISP Denominator: Total number of C waiver participants reviewed	Quarterly
D:2-14	Freedom of Choice Statements	Proportion of records that contain a signed freedom of choice statement	Numerator: Total number of Individual Support Plans for C waiver participants where freedom of choice statement is signed Denominator: Total number of Individual Support Plans for C waiver participants	Annually
D:2-14 (2)	CC Advises on Available Services	Proportion of participants reporting their Care Coordinator helps them to know what waiver services are available	Numerator: Number of Individual Support Plans for C waiver participants that indicate the Care Coordinator helps the participant know what services are available Denominator: Total number of Individual Support Plans for C waiver participants	Annually
D:2-15	Provider Choice	Proportion of participants reporting they have a choice between providers	Numerator: Number of Individual Support Plans for C waiver participants that indicate the participants were given a choice of providers Denominator: Total number of Individual Support Plans for C waiver participants	Annually
G:3-4	Health & Welfare Monitoring	Proportion of waiver participants whose health and welfare is monitored according to the waiver process and Care Coordinator Monitoring Tool	Numerator: Number of C waiver participants reviewed whose health and welfare is reviewed according to the Care Coordinator Tool Denominator: Total number of C waiver participants reviewed	Semi Annually
G:3-4 (2)	Health & Welfare Issues Resolved	Proportion of waiver participants for whom health and welfare issues are discovered and appropriate remediation took place	Numerator: Number of C waiver participants reviewed for whom all health and welfare issues were identified, substantiated and were appropriately remediated Denominator: Total number of C waiver participants for whom an incident report was received	Quarterly
I:1-2	Innovations Claims vs. Services Auth'd	The proportion of claims paid by the PIHP for Innovations wavier services that have been authorized in the service plan.	Numerator: Number of C waiver claims paid for services that have been authorized by Utilization Management (UM) Denominator: Total number of C waiver claims paid	Annually

**NOTE: Reporting does not stop in 2012- the dates go on each year**

Highlighted = possible public measures